

CLAIMS

What is claimed is:

1 1. An issue tracking system, comprising:

2 a centralized server operable to transmit a graphical user interface for
3 tracking project issues over a network;

4 a database coupled to the centralized server operable to provide the
5 graphical user interface to the centralized server, the database being further operable
6 to track at least one issue related to a topic, to provide access through the centralized
7 server to a plurality of users responsible for resolving said at least one issue, and to
8 provide a storage option for a user to upload data formats which the user determines
9 would be inefficient to manually enter using a format associated with the graphical
10 user interface.

1 2. The system of claim 1, wherein the server is operable to communicate
2 using a hypertext markup language.

1 3. The system of claim 1, wherein the centralized server is further
2 operable to notify a responsible user when an issue is updated.

1 4. The system of claim 3, wherein the centralized server is operable to
2 notify the responsible user via electronic mail when an issue is updated.

1 5. The system of claim 1, wherein the database has a table devoted to
2 keeping track of at least one topic.

1 6. The system of claim 5, wherein the database has a table devoted to
2 keeping track of at least one issue associated with said at least one topic.

1 7. The system of claim 6, wherein each of said at least one issue
2 comprises a description of the issue, a status associated with said at least one issue,
3 and a sponsor associated with said at least one issue.

1 8. The system of claim 7, wherein each of said at least one issue
2 comprises a priority rating associated with said at least one issue.

1 9. The system of claim 6, wherein the database has a table devoted to
2 keeping track of at least one step associated with said at least one issue.

1 10. The system of claim 9, wherein each of said at least one step associated
2 with said at least one issue comprises a description of a step related to the resolution
3 of said at least one issue.

1 11. The system of claim 5, wherein the database also maintains a list of
2 persons responsible for a topic.

1 12. The system of claim 1, further comprising:
2 a network operable to transmit information stored in the database to a
3 plurality of users.

1 13. The system of claim 12, further comprising:
2 a personal computer coupled to the network and having a browser
3 operable to view the information received from the database via the network.

1 14. The system of claim 1, wherein the database is further operable to store
2 issues that have been closed by a responsible user, and transmit information about the
3 closed issue upon receiving a request for the information.

1 15. The system of claim 1, wherein the storage option is used for
2 uploading a legacy spreadsheet file.

1 16. The system of claim 1, wherein the storage option is used for
2 uploading a legacy database file.

1 17. A method of tracking project issues, comprising the steps of:
2 storing a project in a standardized format on a centralized database;
3 adding an issue associated with the project to the centralized database;
4 and
5 enabling users to add at least one step taken to resolve the issue to the
6 centralized database;
7 providing an option to a user to upload a data file which is in a data
8 format which the user determines would be inefficient to convert to the standardized
9 format.

1 18. The method of claim 17, further comprising the step of:
2 closing the issue upon resolution.

1 19. The method of claim 18, wherein the issue is closed after a responsible
2 user sends a request to close the issue to a system administrator associated with the
3 database.

1 20. The method of claim 17, further comprising:
2 adding an issue description to the centralized database.

1 21. The method of claim 20, wherein the issue description includes a
2 status, a priority rating, and a sponsor.

1 22. The method of claim 17, further comprising:
2 adding a step description to the centralized database.

1 23. The method of claim 17, further comprising:
2 receiving a request from a user for the issue and said at least one step;
3 and
4 providing the issue and said at least one step to a user.

1 24. The method of claim 23, wherein the issue and said at least one step
2 are provided using hypertext transfer protocol via a network.

1 25. The method of claim 23, further comprising the steps of:
2 receiving a request from the user for all issues related to the project;
3 and
4 providing all issues associated with the project.

1 26. The method of claim 25, further comprising the step of:
2 providing all issues associated with a project in a user sortable format
3 based on an issue number associated with each issue, a status associated with each
4 issue, a priority rating associated with each issue, a classification associated with each
5 issue, and a sponsor associated with each issue.

1 27. The method of claim 17, further comprising the steps of:
2 receiving a request from a user to add a step to an issue;
3 adding the step to the centralized database; and
4 linking the step to the issue in the centralized database.

1 28. The method of claim 27, further comprising the step of:
2 storing a list comprising a plurality of responsible users for a project.

1 29. The method of claim 28, further comprising the step of:
2 notifying the plurality of responsible users when an issue has been
3 updated or closed.

1 30. A computer readable medium having a program for tracking project
2 issues, the program operable to perform the steps of:
3 storing a project on a centralized database;
4 adding an issue associated with the project to the centralized database;
5 and
6 enabling users to add at least one step taken to resolve the issue to the
7 centralized database;
8 providing an option to a user to upload a data file which is in a data
9 format which the user determines would be inefficient to convert to the standardized
10 format.

1 31. The computer readable medium of claim 30, the program further
2 operable to perform the steps of:
3 closing the issue upon resolution.

1 32. The computer readable medium of claim 31, wherein the issue is
2 closed after a responsible user sends a request to close the issue to a system
3 administrator associated with the database.

1 33. The computer readable medium of claim 30, the program further
2 operable to perform the steps of:
3 adding an issue description to the centralized database.

1 34. The computer readable medium of claim 33, wherein the issue
2 description includes a status, a priority rating, and a sponsor.

1 35. The computer readable medium of claim 30, the program further
2 operable to perform the steps of:
3 adding a step description to the centralized database.

1 36. The computer readable medium of claim 30, the program further
2 operable to perform the steps of:
3 receiving a request from a user for the issue and said at least one step;
4 and
5 providing the issue and said at least one step to a user.

1 37. The computer readable medium of claim 36, wherein the issue and said
2 at least one step are provided using hypertext transfer protocol via a network.

1 38. The computer readable medium of claim 36, the program further
2 operable to perform the steps of:
3 receiving a request from the user for all issues related to the project;
4 and
5 providing all issues associated with the project.

1 39. The computer readable medium of claim 38, the program further
2 operable to perform the steps of:
3 providing all issues associated with a project in a user sortable format
4 based on an issue number associated with each issue, a status associated with each
5 issue, a priority rating associated with each issue, a classification associated with each
6 issue, and a sponsor associated with each issue.

1 40. The computer readable medium of claim 30, the program further
2 operable to perform the steps of:

3 receiving a request from a user to add a step to an issue;

4 adding the step to the centralized database; and

5 linking the step to the issue in the centralized database.

1 41. The computer readable medium of claim 40, the program further
2 operable to perform the steps of:

3 storing a list comprising a plurality of responsible users for a project.

1 42. The computer readable medium of claim 41, the program further
2 operable to perform the steps of:

3 notifying the plurality of responsible users when an issue has been
4 updated or closed.